

Project ECHO: Sunflower Health Plan Case Presentation

Presentation Information

Series: Aging

Session: Nursing Home Planning in COVID

Name: Michelle L. Davis

Date: 8/20/2020



Patient Information

Gender: Male Female

Age: 77

Race:

- American Indian/Alaskan Native Asian Native Hawaiian/Pacific Islander Multi-racial Other
 Black/African American White/Caucasian Prefer not to say

Ethnicity:

- Hispanic/ Latino Not Hispanic/Latino Prefer not to say

Social and Trauma History (Current living situation, employment status, pertinent legal history, level of education, relationship status, children, support system, etc.)

Currently living in a SNF, retired nursing home operator, no legal history known, college degree, divorced, two adult children, little to no support system-family has been trying to help her and she has jaded relationships with both children and a grandson. The Grandson continues to try to help.

The individual is 77 yrs., worked in nursing home operations for many years. Does not have legal history, but worked with legal aspects of nursing care. She managed many difficult situations and when she does, business she treats each facility as she did as an assessor/ operator.

June 2020, for three days she had to return to the nursing home due to COVID; when we attempted to move her, she did not pay her rent, losing her apartment, she wanted us to reopen the apartment and could not, and it was rented to someone else. We assisted with repatriation previously in 2019, but she moved before the approved move date, so was placed on the FE waiver at a later date finally in 2019. This time she was not ready to be in her apartment. She and I called all around looking for an assisted living setting; she still needed nursing support.

The challenge with this case is she used to be a Nursing Home Operator for many years, she is never happy with her service provider, finding "deficiency," and turning them in. She has been to 3 nursing homes and moved 5-6 times in the last 3 years.

She also placed her grandson as the DPOA, after having a severe fall, when he went against her wishes, she hired an attorney to revoke the DPOA. So she now does not have a DPOA, but she lives with beginning stages of dementia.

Some of what makes this difficult:

- she understands the system and does advocate and work it for her benefit (this is good)
- She also uses her knowledge against providers to make ripples, making it more challenging to find her housing, and she cannot manage on her own without being a risk
- She reports her providers continuously causing distrust between herself and provider
- She uses her health issues as an excuse, saying she did or did not agree to specific situations or did not know about a process agreed upon previously
- She called the sheriff on the nursing home she was recently residing in and the ombudsman many times
- She called the police on her daughter who had attempted to support. After becoming ill with COVID, the member was transported back to the nursing facility and recovered. Still, the daughter told her that after three days of 24 hrs. of trying to support her, she just could not do it, and there were limited providers (one) in her area to hire staff.
- she turned her daughter into the sheriff's office, saying she was writing checks all over town, the sheriff came to her daughters home and collected member's purse and checkbook, no money was missing.

This Care Coordinator placed the responsibility of finding a place to live back in her court, she and I call locations (ALF's), and she "interviewed" them. The Providers went to visit her. Out of three assisted living one did accept, she moved Aug 6.

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Medical History (Diagnosis, conditions, etc.)					Medication Summary (Name, dose, frequency, route)
ICD-10	Rash and other nonspecific skin eruption	R21	04/01/2020	Active	See attached med list
ICD-10	Dry eye syndrome of bilateral lacrimal glands	H04.123	03/04/2020	Active	
ICD-10	Stress incontinence (female) (male)	N39.3	02/18/2020	Active	
ICD-10	Dysuria	R30.0	02/10/2020	Active	
ICD-10	Chronic obstructive pulmonary disease, unspecified	J44.9	01/22/2020	Active	
ICD-10	Essential (primary) hypertension	I10	01/22/2020	Active	
ICD-10	Major depressive disorder, recurrent, unspecified	F33.9	01/22/2020	Active	
ICD-10	Other chronic pain	G89.29	01/22/2020	Active	
ICD-10	Cerebral infarction, unspecified	I63.9	01/22/2020	Active	
ICD-10	Pure hypercholesterolemia, unspecified	E78.00	01/22/2020	Active	
ICD-10	Allergic rhinitis, unspecified	J30.9	01/22/2020	Active	
ICD-10	Fibromyalgia	M79.7	01/22/2020	Active	
ICD-10	Unspecified acute conjunctivitis, left eye	H10.32	01/22/2020	Active	
ICD-10	Gastro-esophageal reflux disease without esophagitis	K21.9	01/22/2020	Active	
ICD-10	Vitamin deficiency, unspecified	E56.9	01/22/2020	Active	
ICD-10	Generalized anxiety disorder	F41.1	01/22/2020	Active	
ICD-10	Repeated falls	R29.6	01/15/2020	Active	
ICD-10	Low back pain	M54.5	01/15/2020	Active	
Lab Summary (Test, result, date, etc.)					Toxicology Summary (Test, result, date, etc.)
None at this time, last history and physical BP 120/80 setting Weight 234 HT 64" BMI 40.22 BSAm2 2.19 O2 Sat 93% Temp: 97 RR 16 HR 72 R					Unsure
Substance Use History (Substance, age of first use, age where use became problematic, longest period of sobriety, how sobriety was achieved, method of use)					
Denies Alcohol use: denies illicit substance abuse, did not serve in military; divorced, smoked and has occasionally had smoke breaks, denies she smokes in different conversations.					
Psychiatric History (Age of first mental health contact, past diagnosis, self-harming behavior, suicide attempts, etc.)					
Anxiety and stress disorder, she says she has lived with all her life; she does not claim to have any mental health issues or concerns. However, her daughter has disclosed that she does manipulate and find ways to get what it is she wants, but never has been treated by a mental health professional. She has worked in the health care business for many years as a Nursing Facility assessor/operator. Even now, she treats her placements like she is assessing care and tends to "burn her bridges" with providers. She will tell stories about them or the family, report to the state that they have deficiencies, even call the Ombudsman and sheriff's office, stating they are holding her against her will.					
Treatment Summary (Form of treatment, date entered, voluntary, etc.)					
Three nursing home and several moves in the last 3 years. She has had falls, difficulty walking, and health conditions that caused her to admit to Skilled Long Term Care for Rehabilitation. Her health declines rapidly upon each discharge to an apartment setting, as she will dismiss care, miss medication, and become ill. She has health issues related to depression, heart health, anxiety disorder, she does not have a formal diagnosis but states she experienced higher than normal anxiety in the evening, thinking she is experiencing "sundowners." See diagnoses attached.					

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Barriers to Treatment

She only sees a primary care doctor who manages her health

When referred she rarely follows up with any other doctor for the COPD other than an eye doctor.

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Medications

Medication	Frequency	Instructions	Diagnosis	Start Date	End Date	Last Administered
albuterol sulfate HFA aerosol Inhaler; 90 mcg/actuation ; amt: 2 puffs; inhalation	Every 6 Hours - PRN		J44.9 : Chronic obstructive pulmonary disease, unspecified	01/22/2020		1/26/2020 11:07:38AM
amlodipine tablet; 5 mg; amt: 1 tablet; oral	Once A Day		I10 : Essential (primary) hypertension	01/23/2020		4/30/2020 8:34:07AM
bupropion HCl tablet sustained-release 12 hr; 150 mg; amt: 1 tablet; oral	Twice A Day		F33.9 : Major depressive disorder, recurrent, unspecified	01/22/2020		4/30/2020 8:34:07AM
Celebrex (celecoxib) capsule; 200 mg; amt: 1 capsule; oral	Twice A Day		G89.29 : Other chronic pain	01/22/2020		4/30/2020 8:34:07AM
diclofenac sodium gel; 1 %; amt: 2 grams; topical	Every 12 Hours - PRN		G89.29 : Other chronic pain	01/22/2020		3/26/2020 3:54:20AM
Ditropan XL (oxybutynin chloride) tablet extended release 24hr; 5 mg; amt: 1; oral	Once A Day		N39.3 : Stress incontinence (female) (male)	02/18/2020		4/29/2020 4:18:01PM
duloxetine capsule, delayed release(DR/EC); 30 mg; amt: 1 capsule; oral	Once A Day		F33.9 : Major depressive disorder, recurrent, unspecified	01/23/2020		4/30/2020 1:21:36PM
Eliquis (apixaban) tablet; 2.5 mg; amt: 1 tablet; oral	Twice A Day		I63.9 : Cerebral infarction, unspecified	01/22/2020		4/30/2020 8:34:07AM

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MRN:40-830

Medication	Frequency	Instructions	Diagnosis	Start Date	End Date	Last Administered
Flonase Allergy Relief (fluticasone propionate) [OTC] spray,suspension; 50 mcg/actuation ; amt: 1 spray each nostril; nasal	Twice A Day		J30.9 : Allergic rhinitis, unspecified	01/22/2020		4/30/2020 8:34:07AM
Maxzide-25mg (triamterene-hydrochlorothiazid) tablet; 37.5-25 mg; amt: 1 tablet; oral	Once A Day	Hold if BP is below 100/50	I10 : Essential (primary) hypertension	04/10/2020		4/29/2020 4:18:01PM
multivitamin tablet; - ; amt: 1 tablet; oral	Once A Day		E56.9 : Vitamin deficiency, unspecified	01/23/2020		4/29/2020 4:18:01PM
olopatadine drops; 0.2 %; amt: 1 drop to left eye; ophthalmic (eye)	Once A Day		H10.32 : Unspecified acute conjunctivitis, left eye	01/22/2020		4/30/2020 8:34:07AM
pantoprazole tablet,delayed release (DR/EC); 40 mg; amt: 1 tablet; oral	Once A Day		K21.9 : Gastro-esophageal reflux disease without esophagitis	01/23/2020		4/30/2020 8:34:07AM
Paxil (paroxetine hcl) tablet; 20 mg; amt: 1 tablet; oral	Once A Day		F33.9 : Major depressive disorder, recurrent, unspecified	01/23/2020		4/30/2020 8:34:07AM
Refresh Liquigel (carboxymethylcellulose sodium) [OTC] drops, liquid gel; 1 %; amt: 1; ophthalmic (eye)	As Needed		H04.123 : Dry eye syndrome of bilateral lacrimal glands	03/04/2020		3/14/2020 4:42:33PM

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Medication	Frequency	Instructions	Diagnosis	Start Date	End Date	Last Administered
Symbicort (budesonide-formoterol) HFA aerosol inhaler; 160-4.5 mcg/actuation ; amt: 2 puffs; inhalation	Twice A Day		J44.9 : Chronic obstructive pulmonary disease, unspecified	01/27/2020		4/30/2020 8:34:07AM
Tylenol Arthritis Pain (acetaminophen) [OTC] tablet extended release; 650 mg; amt: 2; oral	Every 6 Hours - PRN	DNE 4 grams in 24 hour period.	M54.5 : Low back pain	04/10/2020		4/28/2020 10:56:59PM
Tylenol Extra Strength (acetaminophen) [OTC] tablet; 500 mg; amt: 2 tabs; oral	Twice A Day		G89.29 : Other chronic pain	01/22/2020		4/30/2020 8:34:07AM
Vitamin D3 (cholecalciferol) (vitamin d3)) tablet; 25 mcg (1,000 unit); amt: 1 capsule; oral	Once A Day		E56.9 : Vitamin deficiency, unspecified	01/23/2020		4/30/2020 8:34:07AM
Voltaren (diclofenac sodium) gel; 1 %; amt: 1 application; topical	As Needed		M54.5 : Low back pain	02/24/2020		2/25/2020 8:48:06PM
Vytorin 10-20 (ezetimibe-simvastatin) tablet; 10-20 mg; amt: 1 tablet; oral	Once A Day		E78.00 : Pure hypercholesterolemia, unspecified	01/23/2020		4/30/2020 8:34:07AM
Xanax (alprazolam) - Schedule IV tablet; 1 mg; amt: 1 tablet; oral	Once A Day		F41.1 : Generalized anxiety disorder	01/22/2020		4/29/2020 5:04:06PM

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Medication	Frequency	Instructions	Diagnosis	Start Date	End Date	Last Administered
Xopenex HFA (levalbuterol tartrate) HFA aerosol inhaler; 45 mcg/actuation ; amt: 1 puff; inhalation	As Needed	Xopenex HFA 1 puff PRN	J44.9 : Chronic obstructive pulmonary disease, unspecified	01/28/2020		
acetaminophen [OTC] tablet; 500 mg; amt: 2; oral	Every 4 Hours - PRN		G89.29 : Other chronic pain	01/28/2020	04/10/2020	4/9/2020 2:44:05AM
Maxzide-25mg (triamterene-hydrochlorothiazid) tablet; 37.5-25 mg; amt: 1 tablet; oral	Once A Day		I10 : Essential (primary) hypertension	01/23/2020	04/10/2020	4/9/2020 4:26:37PM
nystatin powder; 100,000 unit/gram; amt: 1 application; topical	Twice A Day		R21 : Rash and other nonspecific skin eruption	04/01/2020	04/07/2020	4/6/2020 10:01:58PM